



# मनराशिसवा नगरपालिका नगर कार्यपालिकाको कार्यालय

प.सं. : २०८१/०८२

च.नं. :

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२०७४

मिति: २०८१/१२/१७

## मर्मतसम्भार सेवा सम्बन्धी सूचना !

(प्रथम पटक प्रकाशित मिति: २०८१/१२/१८)

मनराशिसवा नगरपालिका, नगर कार्यपालिकाको कार्यालयले नगरपालिका अन्तर्गतका विभिन्न कार्यालयहरू, स्वास्थ्य संस्थाहरू तथा सीसीटीभी निगरानी प्रणालीहरूको Terms of Reference (ToR) बमोजिम मर्मतसम्भार सेवा (Maintenance Contract - MC) को लागि इच्छुक तथा योग्य सेवा प्रदायक कम्पनीहरूबाट प्रस्ताव आह्वान गर्दछ।

सेवा दायरा (Scope of Work):

१. सूचना प्रविधि उपकरणहरूको मर्मतसम्भार:

- डेस्कटप कम्प्युटर, ल्यापटप, प्रिन्टर, नेटवर्क प्रणाली तथा हाजिरी मेसिनहरूको नियमित तथा आकस्मिक मर्मत।

२. सीसीटीभी निगरानी प्रणाली मर्मतसम्भार:

- वडा नं. १ (मनरा) र वडा नं. ६ (सर्पल्लो) का सीसीटीभी क्यामेरा, भण्डारण प्रणाली तथा निगरानी संरचनाहरूको जाँच, सफाई, मर्मत तथा आवश्यकता अनुसार सुधार कार्य।

३. नियमित तथा आकस्मिक मर्मतसम्भार सेवा:

- मासिक तथा त्रैमासिक रूपमा पूर्वनियोजित मर्मत कार्य तथा आकस्मिक मर्मत आवश्यक परेमा शीघ्र सेवा।

४. प्राविधिक सहयोग तथा रिपोर्टिङ:

- प्रत्येक तीन महिनामा मर्मतसम्भार प्रतिवेदन पेश गर्नुपर्ने।
- सेवा प्रदायकले २४ घण्टाभित्र समस्या समाधानका लागि प्रारम्भिक प्रतिक्रिया अनिवार्य रूपमा दिनुपर्ने।

प्रस्ताव पेश गर्ने शर्तहरू:

१. सेवा प्रदायकले नेपाल सरकारबाट मान्यता प्राप्त तथा कम्पनी दर्ता भएको हुनुपर्नेछ।
२. प्रस्ताव पेश गर्दा निम्न प्रमाणपत्रहरू अनिवार्य रूपमा संलग्न गर्नुपर्नेछ:
  - कम्पनी दर्ता प्रमाणपत्र।
  - स्थायी लेखा नम्बर (PAN) तथा कर/भ्याट दर्ता प्रमाणपत्र।



मनराशिसवा नगरपालिका  
नगर कार्यपालिकाको कार्यालय

प.सं. : २०८१/०८२

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मनरा, महोत्तरी  
मधेश प्रदेश, नेपाल

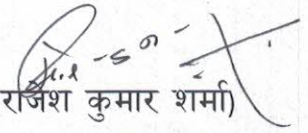
E-mail: info@manrashiswamun.gov.np  
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- चालू आर्थिक वर्ष २०८०/८१ को कर चुक्ता प्रमाणपत्र।
- ३. सेवा प्रदायकले प्रस्ताव पेश गर्दा प्रविधिक दक्षता, विगतका अनुभव तथा मर्मतसम्भार सेवाको लागत विवरण स्पष्ट रूपमा उल्लेख गर्नुपर्नेछ।
- ४. प्रस्ताव पेश गर्ने अन्तिम मिति २०८१/१२/२२ सम्म रहनेछ।
- ५. सेवा सम्झौता अवधि २०८१/१२/२५ देखि २०८२/०३/३१ सम्मको हुनेछ।
- ६. सेवा प्रदायकले नगरपालिकाको निर्देशन अनुसार समयमै सेवा प्रदान गर्नुपर्नेछ।

अधिक जानकारीका लागि मनराशिसवा नगरपालिका, नगर कार्यपालिकाको कार्यालयमा सम्पर्क गर्न अनुरोध गरिन्छ।

मनराशिसवा नगरपालिका, नगर कार्यपालिकाको कार्यालय, मनरा।

  
इ. दीपश साह  
नगर कार्यपालिका अधिकृत

  
(राजेश कुमार शर्मा)  
प्रमुख प्रशासकीय अधिकृत  
नगर कार्यपालिका

## Terms of Reference (ToR)

for

### Annual Maintenance Contract (AMC)

**1. Introduction:** Manarashiswa Municipality intends to procure an Annual Maintenance Contract (AMC) for the maintenance and servicing of IT infrastructure, office equipment, and surveillance systems, including desktops, laptops, printers, office network, attendance devices, and CCTV cameras. The AMC aims to ensure the uninterrupted functioning of these assets across various municipal offices, ward offices, health posts, city hospitals, and CCTV surveillance systems in designated wards.

#### 2. Objectives:

- To maintain all IT equipment and CCTV systems in optimal working condition.
- To ensure regular servicing, repair, and troubleshooting of all listed equipment.
- To provide preventive and corrective maintenance services to minimize downtime.
- To support software updates, firmware upgrades, and security patches.
- To provide prompt technical support in case of hardware/software failures.

**3. Scope of Work:** The selected service provider shall be responsible for maintaining the following equipment across different locations:

#### Equipment Inventory Table

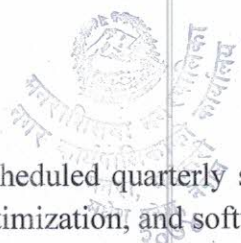
Location	Desktop	Laptop	Printer	Attendance Device	Office Network	CCTV Cameras
Municipal Office	25	15	25	1	Yes	-
Ward Offices	10	-	10	10	-	-
Health Posts & City Hospital	12	-	12	10	-	-
Manara (Ward No. 1)	-	-	-	-	-	Yes
Sarpallo (Ward No. 6)	-	-	-	-	-	Yes

**4. Maintenance and Service Plan:** The service provider shall carry out the following tasks:

#### A. IT Equipment Maintenance

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MUNICIPALITY



- **Preventive Maintenance:** Scheduled quarterly servicing of all IT equipment, including hardware cleaning, system optimization, and software updates.
- **Corrective Maintenance:** On-call support for troubleshooting and repairing of faults or breakdowns within a maximum response time of 24 hours.
- **Software Updates and Security Patches:** Regular updates of operating systems, antivirus software, and application software to ensure security and efficiency.
- **Spare Parts Replacement:** The service provider shall replace defective parts with genuine parts at a pre-approved cost structure.
- **Data Backup and Recovery Support:** Assistance in data backup strategies and data recovery in case of system failure.
- **24/7 Technical Support:** Remote and on-site technical support services to ensure smooth operation.

**B. CCTV Surveillance System Maintenance**

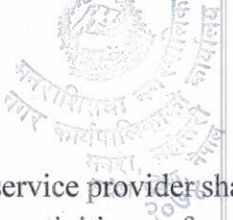
- **Regular System Check-up:** Ensuring all cameras are functional and recording properly.
- **Cleaning and Adjustments:** Regular cleaning of camera lenses, repositioning if needed, and ensuring clear visibility.
- **Storage Maintenance:** Ensuring DVR/NVR systems are recording and storing data properly with adequate storage capacity.
- **Network and Connectivity Check:** Ensuring seamless integration of cameras with the monitoring system.
- **Firmware Updates:** Installing necessary firmware and software updates to ensure security and efficiency.
- **Troubleshooting and Repairs:** Immediate response to issues such as power failures, camera malfunctions, and recording interruptions.

**5. Service Level Agreement (SLA):** The selected service provider shall adhere to the following SLAs:

- **Response Time:** Maximum of 24 hours for troubleshooting and onsite visits.
- **Resolution Time:** Within 48 hours for minor issues and 5 working days for major issues requiring hardware replacement.
- **Downtime Management:** If any equipment is out of service for more than 72 hours, a temporary replacement shall be provided.

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- **Quarterly Reports:** The service provider shall submit a detailed maintenance report every three months, outlining the activities performed and equipment status.

#### 6. Deliverables:

- Maintenance and servicing of all listed IT assets and CCTV systems.
- Submission of periodic maintenance reports.
- Provision of software updates and security patches.
- Immediate troubleshooting of technical issues.
- Replacement of faulty components as per agreement.

#### 7. Eligibility Criteria for Service Provider:

- The service provider must be a legally registered firm with experience in IT maintenance services.
- Must have experienced IT technical support staff.
- Should have a track record of providing similar AMC services to government or corporate clients.
- Must provide a service plan and warranty on replaced components.

#### 8. Payment Terms:

- Payments shall be made quarterly based on the completion of maintenance activities and submission of reports.
- Additional repair or replacement costs beyond the contract shall be mutually agreed upon.

**9. Contract Duration:** The AMC contract shall be valid till this fiscal year from the date of signing, with the possibility of renewal based on performance evaluation.

#### 10. Termination Clause:

- The contract may be terminated if the service provider fails to meet the agreed SLAs and deliverables.
- Either party may terminate the contract with a one-month prior written notice.

**11. Conclusion:** This ToR outlines the requirements and responsibilities for maintaining the IT assets and CCTV surveillance systems of Manarashiswa Municipality under an Annual Maintenance Contract. The selected service provider shall be responsible for ensuring the smooth and efficient functioning of all listed equipment through regular maintenance, timely troubleshooting, and technical support.

